Actualtests 9L0-314 124q

Number: 9L0-314
Passing Score: 800
Time Limit: 120 min
File Version: 12.5

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9L0-314

Macintosh Service Recertification Exam

These are the most accurate study questions. Just focus on these and sit in your exam.

Exam A

QUESTION 1
Which THREE of the following items are appropriate to use for ESD prevention? SELECT THREE

A. Metal work surface
B. CRT discharge tool
C. Grounded work mat
D. Wrist strap and cord
E. Wireless wrist strap
F. Static-shielding bags

Correct Answer: CDF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
You are preparing to service a MacBook. To reduce the risk of damage from ESD, you clear the area of plastic, vinyl, or foamed polystyrene, and have static-shielding storage bags available for ESD-sensitive components. While you are working you should also remember to _____ and _____. SELECT TWO

A. ground yourself and the equipment you are working on
B. always place ESD-sensitive components on metal surfaces
C. discharge the display to protect the other ESD-sensitive components
D. handle any ESD-sensitive components by the connectors, rather than by the edges
E. ask other technicians to avoid touching you when you are working on ESD-sensitive components

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
You are removing the main battery from a MacBook Pro (17-inch, Early 2009). Which of the following is a best practice when handling this battery?

A. Handle the battery with one hand, pressing between the soft side and the hard side.
B. Re-cover any punctures or tears in the soft mylar covering with Kapton tape.
C. Handle the battery any way; it does not matter.
D. Hold the battery carefully by its edges only.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
Which part or parts of a CRT display should NOT be touched until after the display is disconnected from its power source and the CRT is properly discharged? SELECT ALL THAT APPLY

A. Yoke assembly

B. Anode aperture
C. High voltage cable
D. Front of CRT display
E. Flyback transformer
F. Outer plastic housing

Correct Answer: ABCE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
Which of the following is a valid precaution you should take when you begin working inside a MacBook Pro (13-inch, Mid 2010)?

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A. Reset the SMC.
B. Remove the hard drive.
C. Disconnect the optical drive.
D. Disconnect the main battery.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
Which safety issue applies to newer Apple portable models?

A. Fragile bottom case
B. High voltage display
C. Heavy internal frame
D. Soft battery enclosure
E. Sharp logic board edges

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
Which THREE of the following are valid CRT safety rules? SELECT THREE

A. Touch the computer's metal chassis.
B. Wear a grounded ESD wrist strap.
C. Connect the AC power cord.

D. Remove any metal jewelry.
E. Wear safety goggles.
F. Don't work alone.

Correct Answer: DEF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
You are troubleshooting an iMac (Early 2008) that does not power on. You notice that all diagnostic LEDs remain off when a known-good power cord is connected to the iMac and to a known-good power outlet. What is most likely the cause of these symptoms?

A. Faulty power supply
B. Faulty optical drive
C. Faulty LCD panel
D. Faulty video card

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
A customer asks if there is a diagnostic that he can use to help troubleshoot a hardware problem with his MacBook Pro. Which of the following solutions should you suggest?

A. Apple Service Diagnostic
B. Apple Hardware Test
C. Terminal
D. Console

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
Apple Service Toolkit uses ____ to check Macs with Mac Resource Inspector and other diagnostic utilities.

A. NetBoot
B. Open Firmware
C. Target Disk Mode
D. Apple Remote Desktop

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 11

Which of the following scenarios would be most appropriate to use Apple Service Diagnostic?

A. You want to check a Mac for accidental damage.
B. You want to verify product functionality after a repair.
C. Your customer wants to run diagnostics on his Mac Pro.
D. You need to verify that all installed applications have been updated.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
MacBook Air comes with a _____ MagSafe power adapter.

A. 45 Watt
B. 60 Watt
C. 65 Watt
D. 80 Watt
E. 85 Watt

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
Which of the following most accurately describes what happens during Safe Sleep activation in Mac portables?

A. The contents of RAM are written to NVRAM before sleep.
B. The contents of the hard disk are encrypted before sleep.
C. The contents of RAM are written to hard disk before sleep.
D. The contents of the hard disk are read into RAM before sleep.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
What is the proper way to calibrate the main battery in a MacBook?

A. Charge the battery while running the Battery Calibration Utility.
B. The battery is calibrated out of the box; no further steps are needed.
C. Charge the battery overnight. Make sure battery status indicates 100% before disconnecting AC adapter.
D. Charge the battery fully. Wait 2 hours. Run the MacBook on battery until it goes to sleep. Wait 5 hours. Charge it fully again.
E. Charge the battery halfway. Wait 2 hours. Finish charging the battery. Run the MacBook on battery until it goes to sleep. Charge it fullyagain.

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
You can use a higher wattage power adapter with an Apple portable computer, but you cannot use one with less wattage without potential operating issues.

A. True
B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
Which of the following is NOT a valid power saving technique in recent Mac computers?

A. Disconnect all peripherals.
B. Activate automatic display sleep.
C. Activate automatic hard disk sleep.
D. Use wireless networks instead of wired networks.
E. Set up locations optimized for different environments.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
You are about to replace a MacBook Air (13-inch, Late 2010) logic board. Which of the following is the most important step you should take immediately after removing the bottom case?

A. Remove the thermal module.
B. Install the battery cover.
C. Remove the hard drive.
D. Remove the battery.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
You are preparing to replace faulty RAM inside a Mac mini (Mid 2010). What should be used to open the bottom cover?

A. Putty knife
B. Philips #00 screwdriver
C. Mac mini (Mid 2010) Logic Board Removal Tool
D. Your hands, no tools are required for this procedure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
What does Apple recommend you do before replacing or installing any internal parts in an Xserve?

A. Remove all drive modules from the Xserve.
B. Remove the Xserve from its rack.
C. Press the System Identifier button.
D. Unlock all drive module bays.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

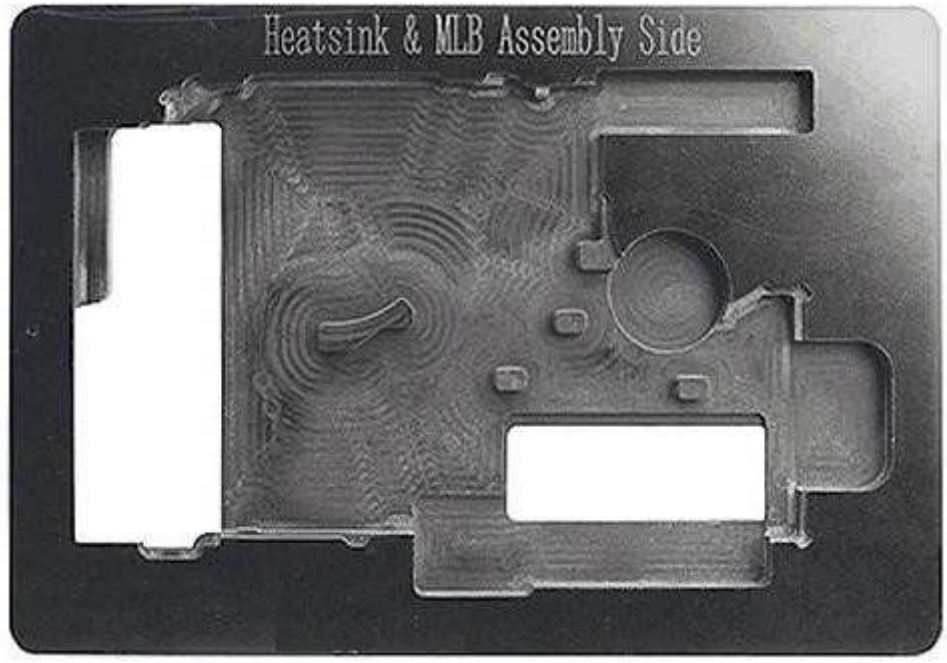
QUESTION 20
You are about to begin disassembly of an iMac (27-inch, Mid 2010) to replace the LCD display. Which TWO of the following tools are required to do this? SELECT TWO

A. Multimeter
B. Suction cups
C. Service stand
D. Anti-static, lint-free gloves
E. Torx T-15 driver with 5 inch shaft

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
Examine the exhibit.



Why is it necessary to use this Service Fixture when replacing the left fan or heat sink in a MacBook Pro (15-inch, Mid 2009)?

A. This tool is used to avoid flexing the logic board.
B. This tool is used to avoid ESD damage to the logic board.
C. It is impossible to remove these components without this tool.
D. This tool is used to properly align the processor with its socket.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
Which of the following measurements is an example of an appropriate use of a multimeter when troubleshooting a Mac?

A. Measure logic board battery voltage.
B. Measure high voltage going to a CRT.
C. Measure AC current going to an optical drive.
D. Measure digital signals on the main processor.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Examine the exhibit.

This specialized tool is required for the removal of which component from the Mac mini (Mid 2010)?

A. Fan
B. Memory
C. Bottom Cover
D. Antenna Plate
E. Logic Board Assembly

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
What component of a Mac mini (Early 2009) logic board requires use of an anti-static foam support to avoid damage?

A. EMI clips
B. Video card
C. Large heat sink
D. Battery connector

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
Examine the exhibit.

You need to restart your computer. Hold down the Power button for several seconds or press the Restart button.
Veuillez redémarrer votre ordinateur. Maintenez la touche de démarrage enfoncée pendant plusieurs secondes ou bien appuyez sur le bouton de réinitialisation.
Sie müssen Ihren Computer neu starten. Halten Sie dazu die Einschalttaste einige Sekunden gedrückt oder drücken Sie die Neustart-Taste.
コンピュータを再起動する必要があります。パワーボタンを数秒間押し続けるか、リセットボタンを押してください。

What is this message?

A. Kernel Panic
B. Software Update
C. Firmware Update
D. Power-On Self-Test

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
What is the indication that a Mac has completed a successful power-on self test (POST)?

A. Startup Chime.
B. A series of beeps.
C. The Login Window starts.
D. The Desktop, Dock, and menu bar load.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
What step is required before upgrading the RAM in a Mac Pro (Early 2009)?

A. Remove the processor tray.
B. Remove the hard drive carriers.
C. Remove the front inlet fan assembly.
D. Remove the Optical Drive and Carrier.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
The Mac Pro (Early 2009) has SMC functionality split between a primary SMC on the backplane board, and a secondary SMC on the processor board. What service issue should a technician be aware of when servicing the Mac Pro (Early 2009)?

A. SMC firmware must always match on both boards.
B. Three internal buttons must be pressed in order to reset both SMCs.
C. It is required to remove the memory riser card in order to reset the SMC.
D. Processor trays are interchangeable between similar Mac Pro (Early 2009) units.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
A customer brings his MacBook Pro (17-inch Mid-2010) in for servicing. It is not functioning correctly and you suspect the machine has been damaged by the customer. As you inspect for accidental damage, you should open the lid and confirm that the hinges are working smoothly and inspect the LCD for scratches on the display coatings or cracks in the glass. You should also _____ and _____. SELECT TWO

A. open the hard disk drive to check for scratches or dust inside
B. look for cracks, dents or scratches on the exterior of the system
C. connect the system to external speakers to check for sound output
D. check for any unusual odors coming from the system, which might indicate spill damage
E. ask the customer to describe in detail how he abused his computer to the point that it no longer functions

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
After identifying some accidental damage and pointing it out to the customer, the customer says "Apple's warranty should cover this kind of problem." How should you respond?

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A. Apple will only cover the internal damage, not the cosmetic damage, so the charge will be less.
B. You're right, Apple's warranty does cover this kind of accidental damage, so the repair will be free.
C. Apple's warranty does not cover this, but the AppleCare Protection Plan might, but only if you buy it now.
D. Apple's warranty specifically calls out accidental damage as an instance where system failures are not covered.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

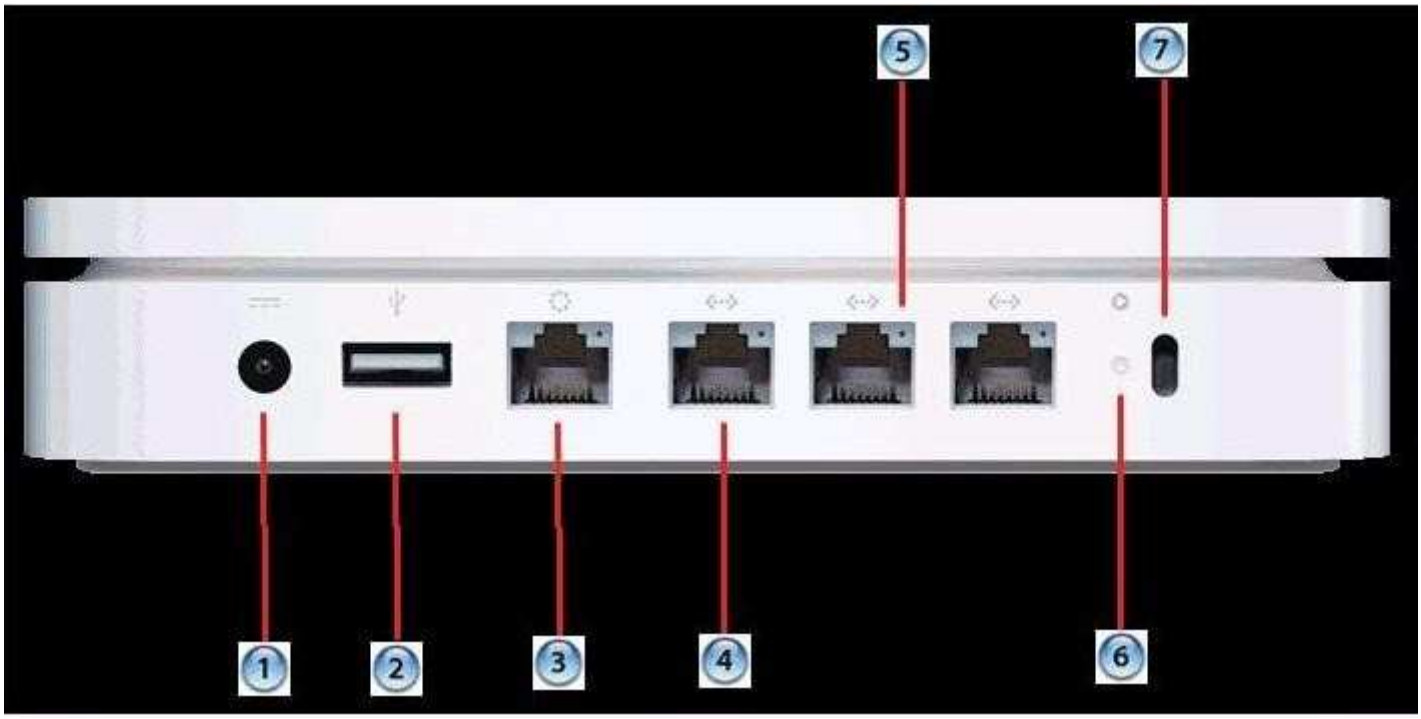
QUESTION 31
Which of the following is NOT a valid Bluetooth troubleshooting tip for Macs?

A. Check for signal interference.
B. Make sure Bluetooth is turned on.
C. Update Bluetooth software on the Mac.
D. Verify Bluetooth peripheral hardware batteries are charged.
E. Make sure the Bluetooth peripheral is at least 20 meters away from the Mac.

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
Examine the exhibit.



What AirPort Extreme port does the number 3 identify?

A. USB
B. LAN
C. WAN
D. Power
E. FireWire

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
If you are unable to find the password for an AirPort Extreme or Express Base Station, you should perform a _____.

A. Soft reset
B. Hard reset

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
If an AirPort Extreme Base Station stopped responding, has network accessibility issues, or needs to be reverted back to default factory configuration, you should perform a _____.

A. Soft reset
B. Hard reset

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
Which THREE of the following probing questions are most appropriate to ask the customer when troubleshooting AirPort issues? SELECT THREE

A. Are wired computers affected as well?
B. Are just wireless computers affected?
C. How much RAM do you have installed?
D. What is the computer's processor speed?
E. What is the resolution of the computer's display?
F. Are any hubs, routers, or other computers connected to the network?

Correct Answer: ABF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
Which TWO of the following are clues that may indicate a 'no video' condition? SELECT TWO

A. You do not hear a startup chime.
B. You may hear fan or drive noise.
C. You cannot connect to the Internet.
D. The power button or power indicator lights up.
E. The cursor is frozen and the system is unresponsive.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
When practicing component isolation, which ONE of the following components would NOT be a part of a minimal system configuration for a MacBook 13-inch (Mid 2010)?

A. RAM
B. Logic board
C. Optical drive
D. Power adapter

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
Which of the following is ALMOST CERTAINLY a software-related problem?

A. No video on display
B. Single beep at startup
C. No Internet connectivity
D. iPhoto quits when launched

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
To isolate a video problem as hardware or software on a Mac, which of the following steps should you try FIRST?

A. Replace the built-in display.
B. Reinstall the appropriate Mac OS.
C. Verify the hard disk with Disk First Aid.
D. Start up from a known-good startup volume.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
Verifying that a computer functions properly after you repair it ensures that _____. SELECT THREE

A. third-party software is working
B. the original issue has been resolved
C. the computer falls under service warranty
D. the computer will continue to function after the repair
E. no new problems have been introduced during the repair

Correct Answer: BDE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
Which of the following would be the most appropriate question to ask FIRST, when gathering information from customers about a problem with their Apple product?

A. What is the issue?
B. What operating system are you using?
C. Did you turn off the computer improperly?
D. What steps have you taken to resolve the problem yourself?

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
Which of the following is ALMOST CERTAINLY a hardware-related problem?

A. No video at startup
B. Error beep at startup
C. Distorted video at startup
D. Blinking question mark at startup

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
A customer states that he cannot open a Keynote file. What is the most effective question to ask him FIRST?

A. Can you open any files?
B. Can you open other Keynote files?
C. Is your Mac connected to a network?
D. What version of Keynote are you using?

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
A customer claims that her Mac cannot connect to her AirPort Express network at home. Which of the following would be the BEST question to ask her FIRST?

A. Can any other computer successfully join her network?
B. Does your ISP support wireless access to the Internet?

C. What type of wireless card is installed in your Mac?
D. Have you upgraded to Mac OS X v10.5.8?

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 45
Which THREE of the following are clues that may indicate a 'no power' condition? SELECT THREE

A. You do not hear a startup chime.
B. You cannot connect to the Internet.
C. You do not hear any fan or drive noise.
D. The cursor is frozen and the system is unresponsive.
E. The power button or power indicator does not light up at all.

Correct Answer: ACE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
A MacBook Pro (17-inch Mid-2010) powers on with no image on the built-in display. You connect an external display and restart the MacBook Pro, yet you still see no image on either display. Which of the following is most likely the cause of this symptom?

A. Dead battery
B. Not enough RAM
C. Faulty optical drive
D. RAM not completely seated

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 47
Which THREE of the following components should you be very careful with, when working inside an Apple portable? SELECT THREE

A. Plastic tab
B. Small screw
C. Ribbon cable
D. Deflection coil
E. Anode aperture
F. Flyback transformer

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 48
Which THREE of the following symptoms would most likely be resolved by performing an SMC reset as a first step? SELECT THREE

A. Computer does not turn on
B. Cursor is unresponsive in Finder
C. Network / Internet connectivity issues
D. USB and/or FireWire port(s) do not function
E. Computer does not sleep / wake from sleep

Correct Answer: ADE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
Which THREE troubleshooting steps should be attempted if the SD card slot does not appear in System Profiler on MacBook Pro (13-inch, Mid 2009)? SELECT THREE

A. Reset PRAM.
B. Reset the SMC.
C. Force the card into the slot.
D. Back up user data, then erase and reinstall Mac OS X.
E. Remove and reinsert the card with a third party SD card adapter.
F. Start up from the Mac OS X Installer DVD and check System Profiler.

Correct Answer: ABF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
What is the function of the SMC in an Intel Mac?

A. The SMC controls all aspects of power flow.
B. The SMC controls the speed of the hard drive.
C. The SMC manages the amount of virtual memory used.
D. The SMC manages all communication with attached peripherals.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 51
Apple sells customer information to other marketers.

A. True
B. False

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 52
Which of the following is NOT a valid example of the type of information that Apple collects from its customers?

A. Credit card information.
B. Discussion blog postings mentioning Apple.
C. Apple product serial number and date of purchase.
D. Name, mailing address, phone number, email address.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
The purpose of Apple's business conduct helpline is to _____.

A. ask technical support questions
B. report damaged service parts to Apple
C. report normal business operational details to Apple
D. raise a potential business conduct or ethics issue as it relates to Apple

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 54
You must provide your identity when you use Apple's Business Conduct Helpline. You may not contact the Helpline anonymously.

A. True
B. False

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 55
The LED on a MacBook (13-inch Late 2009) MagSafe power adapter does not illuminate at all when it is plugged into the MacBook and you know the adapter is connected to a known good power source. What is the most likely cause of this symptom?

A. The MacBook has a faulty backup battery.
B. The MagSafe adapter needs to be reset first.
C. The MacBook has a faulty magnetic sleep sensor.
D. A MagSafe adapter connector pin is stuck down or dirty.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 56
A customer asks about RAM speed requirements to upgrade his Mac. To which Apple support site resource should you refer this customer?

A. Downloads
B. Discussions
C. Specifications
D. Technician Guide

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 57
Which TWO details are derived from entering an Apple product's serial number into the Online Service Assistant section of the Apple Support web page? SELECT TWO

A. Mac OS version
B. Warranty status
C. AppleCare name
D. Installed memory
E. Number of USB ports

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 58
Which section of any Apple Technician Guide is the BEST place to look for instructions for replacing an internal component?

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A. Views
B. Basics
C. Take Apart
D. Troubleshooting

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 59
You require additional information about a specific problem with a customer's Mac. Which one of the following resources is the Apple-recommended choice for researching the problem?

A. Downloads
B. Discussions
C. User's manual
D. Apple support articles

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 60
According to Apple Technician Guides, what should be completed before performing any take- apart steps when replacing a part in any Apple product?

A. Disconnect and reconnect all internal cables.
B. Lay the product on its side so it will not fall over.
C. Discharge the CRT and establish an ongoing ground.
D. Gather all necessary tools and perform all preliminary steps.
E. Order all available service parts for the appropriate configuration of the product.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 61
Where is the best place for a customer to look for information about locating her Mac's serial number?

A. Downloads
B. Discussions
C. Service News
D. User's manual

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 62
A customer brings a Mac Pro to your service center for repair. After finding the serial number, which TWO of the following sources will display the proper AppleCare name for that Mac Pro? SELECT TWO

A. MRI
B. GSX

C. Console
D. System Profiler
E. About This Mac
F. Apple Name Tool
G. Apple Hardware Test

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 63
You are attempting to power a Mac mini (Mid 2007) with an 85 Watt power adapter. Will this work?

A. Yes
B. No

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 64
Which piece of information is best used to determine any Mac's correct AppleCare name?

A. the EMC number
B. the serial number
C. the MAC address
D. the model number

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 65
Examine the exhibit.

What is the correct name for this type of pixel anomaly?

A. Dark dot defect
B. Stuck sub-pixel
C. Bright dot defect
D. Vertical TAB fault

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 66
Which of the following statements describes how CCFL backlighting is similar to LED backlighting when troubleshooting backlighting issues in Apple displays?

A. Both types of displays use fluorescent lights.
B. Both types of displays use light emitting diodes.
C. Both types of displays are diagnosed identically.
D. Both types of displays have components that are individually replaceable.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 67
Which of the following can permanently damage an LCD display?

A. Rubbing the display.
B. Using a screen saver.
C. Not using a screen saver.
D. Turning brightness up too high.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 68
Which of the following is NOT a good step to take when working onsite on a computer?

A. Place parts on the floor.
B. Use a grounded ESD mat.
C. Wear a grounded ESD wrist strap.
D. Check the polarity of the grounded power outlet.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 69
ESD causes damage to circuits by _____.

A. slowing the circuit down
B. blasting a hole in the circuit
C. cooling the circuit too quickly
D. increasing the circuit's clock speed

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 70
A computer service technician says "I don't use ESD precautions and have never had a problem." What (if anything) is wrong with this statement?

A. Nothing is wrong with this statement.
B. ESD damage may not appear immediately.
C. ESD happens only to inexperienced technicians.
D. ESD damage is really not as bad as everyone thinks.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

New Questions:

QUESTION 71
A MacBook sometimes becomes unresponsive and the cursor freezes on the display when running an application. You have verified the symptom, and have already attempted to force the application to quit, but the computer remains unresponsive. What should you try next?

A. Disconnect all power sources for several minutes to reset the SMC.
B. Hold the eject button down for several seconds to reset the application.
C. Hold the trackpad button down for several seconds to regain cursor control.
D. Press the power button for several seconds to try shutting the computer down.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 72
What precautions should be taken if a discharged CRT must remain exposed for any length of time?

A. You should reset the Power Manager Unit on the logic board.
B. You should perform a full set of video adjustments on the CRT.
C. You should remove the CRT from the computer or display assembly.
D. You should establish an ongoing lead between the CRT anode and ground.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 73
The LED on a MacBook MagSafe power adapter doesn't illuminate at all when it's plugged into the MacBook and you know the adapter is connected to a known good power source. What is most likely the

cause of this symptom?

A. The MacBook has a faulty main battery.
B. The MagSafe adapter needs to be reset first.
C. The MacBook requires an SMC firmware update.
D. A MagSafe adapter connector pin is stuck down.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 74
To ensure proper fan and temperature control in the Power Mac G5, you must run the thermal calibration routine found on the _____ disc whenever you replace a processor or logic board with a new processor or logic board.

A. Apple Service Diagnostic
B. Apple Hardware Test
C. Fan Control Installer
D. Mac OS X Installer

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 75
You are troubleshooting an eMac that has no image on its built-in display. You have already checked user controls and reset PRAM, but the issue persists. When you connect an external display to the eMac's VGA output port and restart the eMac, you see a proper image on the external display. Which of the following service modules would most likely be the cause of these symptoms?

A. Display Analog Assembly
B. Power Supply Assembly
C. Logic Board
D. Hard drive

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 76
A customers iBook G4 forgets the time and date when the main battery is completely drained and there is no AC adapter connected for several hours. Is this behavior normal?

A. Yes
B. No

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 77
Which of the following PowerBook G4 models does NOT support hot-swapping the main battery?

A. PowerBook G4 (12-inch)
B. PowerBook G4 (15-inch)
C. PowerBook G4 (17-inch)

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 78
On a MacBook Pro, Safe Sleep ensures that _____.

A. any open IP ports from services are closed before putting the machine to sleep
B. the machine is locked with a configured password after a specified amount of time
C. data stored in main memory will not be lost should the system shut down due to power loss while the machine is asleep
D. the user is prompted to save documents in any open applications before machine is put to sleep using the Sleep command from the Apple menu

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 79
Examine the exhibit. What type of port does the number 1 identify?

A. USB
B. FireWire
C. Sound In
D. MagSafe
E. Sound Out
F. ExpressCard

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 80
Which section of any Apple service manual is the BEST place to look for instructions for replacing an internal component?

A. Views
B. Basics
C. Take Apart
D. Troubleshooting

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 81
Which of the following scenarios would be most appropriate to use Apple Hardware Test?

A. You want to test a Mac's Ethernet port after its logic board has been replaced.
B. You are unsure if the customer's issue is caused by software or hardware.
C. You need to check the Mac's LCD display for any pixel anomalies.
D. You want to verify that Mac OS X has been installed properly.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

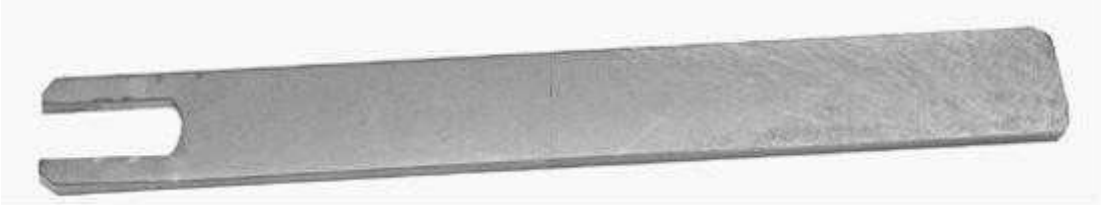
QUESTION 82
Examine the exhibit. Is this the correct tool to remove the top cover from a Mac mini?

A. Yes
B. No

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 83
Examine the exhibit. What is the name of this special Apple tool?



A. Mac Pro Wrench
B. iMac Gap Measurement Tool
C. MacBook Spring Adjustment Tool
D. Time Capsule Antenna Alignment Wrench

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 84
Which of the following tools would be the most appropriate to use when verifying whether a backup battery inside a Mac is faulty?

A. Flashlight
B. Torx driver
C. Multimeter
D. Magnetizer

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 85
The two primary goals of troubleshooting are _____ and _____. SELECT TWO

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A. repairing a product quickly
B. repairing a product cheaply
C. repairing a product properly
D. using as many parts as possible
E. running as many diagnostics as possible

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 86
Which of the following is NOT one of the steps of the Apple-recommended troubleshooting process?

A. Verify repair
B. Verify problem
C. Clean plastics
D. Try quick fixes
E. Run diagnostics

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 87
Which of the following is NOT one of the three qualities that define a quick fix?

A. has little or no cost
B. can be performed quickly
C. eliminates intermittent problems
D. involves little or no risk of harm to the system

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 88
A MacBook has no video, but powers on with a normal startup chime, and normal startup sounds from the hard drive. Which of the following steps should you try next?

A. Replace the display.
B. Update the firmware.
C. Replace the logic board.
D. Connect a known-good display to the MacBook.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 89
A MacBook Pro with a known-good main battery fails to power on, even when connected to a known-good power adapter. Which of the following steps should be tried FIRST?

A. Reset the SMC.
B. Replace the logic board.

C. Replace the DC in board.
D. Run Apple Service Diagnostic.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 90
A customer states that he has never been able to burn DVD's with his MacBook, yet his friend has an identicallooking MacBook that can burn DVD's. You have verified that the customer's MacBook has a DVD / CD-RW Combo optical drive and is running the latest version of Mac OS

A. The MacBook has no other problems. What is the probable cause of this issue?
B. The MacBook requires more RAM.
C. The MacBook requires a firmware update.
D. The MacBook optical drive is malfunctioning.
E. The Combo drive is not capable of burning DVD's.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 91
A Mac Pro fails to start up, and the status light on the front of the computer flashes three times. What does this indicate?

A. Thermal failure
B. No startup disk found
C. Firmware v3.0 upgrade required
D. A RAM bank failed memory testing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 92
A customer claims that her Mac mini, with an AirPort Extreme card installed, cannot connect to her AirPort Express network at home. Her configuration includes an Apple Cinema Display resting on top of the Mac mini, and a functioning AirPort Express Base Station 20 feet away. Which of the following choices is the most likely cause of this problem?

A. The AirPort Express Base Station is too far away.
B. The Mac mini must be upgraded to Mac OS X v10.4.7 first.
C. AirPort reception is affected by the display on top of the Mac mini.
D. The AirPort Express Base Station is not compatible with the Mac mini.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 93
The basis for the component isolation troubleshooting technique is an understanding of _____ and _____ within computers. SELECT TWO

A. network flow
B. coolant flow
C. power flow
D. fan air flow
E. signal flow

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 94
When practicing component isolation, which ONE of the following components would NOT be a part of a minimal system configuration for a MacBook?

A. SDRAM
B. Speaker
C. Hard Drive
D. Logic Board
E. Power adapter

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 95
Which of the following Apple diagnostic utilities is the most appropriate for a service technician to test a Mac mini after it is repaired?

A. Mac Test Pro
B. Tech Tool Deluxe
C. Apple Hardware Test
D. Apple Service Diagnostic

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 96
Which THREE of the following are symptoms of a 'no power' condition? SELECT THREE

A. You don't hear a startup chime.
B. You can't connect to the Internet.
C. You don't hear any fan or drive noise.
D. The cursor is frozen and the system is unresponsive.

E. The power button or power indicator doesn't light up at all.

Correct Answer: ACE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 97
Which one of the following is NOT a risk when working around CRTs?

A. Implosion
B. Overheating
C. Electric shock
D. Toxic materials

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 98
When discharging a CRT, what part do you touch with the tip of the discharge tool?

A. Anode aperture
B. High voltage cable
C. Flyback transformer
D. Yoke connector/cable

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 99
Why do you need to take precautions when disposing of CRT displays? SELECT TWO

A. CRT displays may contain toxic gases.
B. CRT displays may present a fire hazard.
C. CRT displays may implode if mishandled.
D. CRT displays may present a radiation hazard.
E. CRT displays may contain hazardous materials.

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 100
Which of the following is a valid precaution you should take while working inside an iMac (24- inch Early 2008) system that is plugged into AC power but has not yet been powered on?

A. Do not turn the unit upside-down.

B. Avoid putting your fingers near the fans.
C. Make sure you are NOT wearing a grounded ESD wrist strap.
D. Do not touch the processor heat sink because it could burn your fingers.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 101
Which of the following is a valid precaution you should take when replacing a processor in a Mac Pro (3.2GHz Early 2008)?

A. Avoid touching the silver coating on the underside of the heat sink and the top of the processor.
B. Leave the heat sinks removed for at least thirty minutes before replacing the processor.
C. Remove both heat sinks before replacing either processor.
D. Avoid touching the cables near the processor.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 102
The liquid cooling system inside a Power Mac G5 (Quad Late 2005) has failed, causing a coolant leak while the computer is on. According to Apple references, what should you do FIRST?

A. Use a patch kit to re-seal the leak.
B. Unplug the computer immediately.
C. Drain and refill the liquid cooling system.
D. Put the computer to sleep until the liquid dries.
E. Let the computer run overnight to evaporate any spilled liquid.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 103
Which safety issue applies to the iMac (Early 2008)?

A. Liquid coolant spillage
B. Thermal grease toxicity
C. High voltage CRT discharge
D. Fragile glass panel breakage

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 104
You want to follow ESD prevention rules, but your work area is too small for you to be tethered with a wired wrist strap. What is one acceptable alternative solution to this issue?

A. Use a wireless wrist strap.
B. Use a grounded ESD heel strap.
C. Do not practice ESD prevention.
D. Work on the floor instead of a table.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105
What is the main function of Server Monitor?

A. It provides detailed status of Xserve hardware functionality.
B. it executes a full suite of diagnostics on all internal Xserve hardware.
C. It monitors the Mac OS X Server operating system and reports on any unauthorized users.
D. It provides the video driver software to support connection of an Apple Cinema display to an Xserve running Mac OS X Server.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 106
A power adapter originally supplied with a MacBook can charge a MacBook Pro's main battery while it is powered on.

A. True
B. False

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 107
A power adapter originally supplied with a MacBook Pro can charge a MacBook's main battery while it is powered on.

A. True
B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

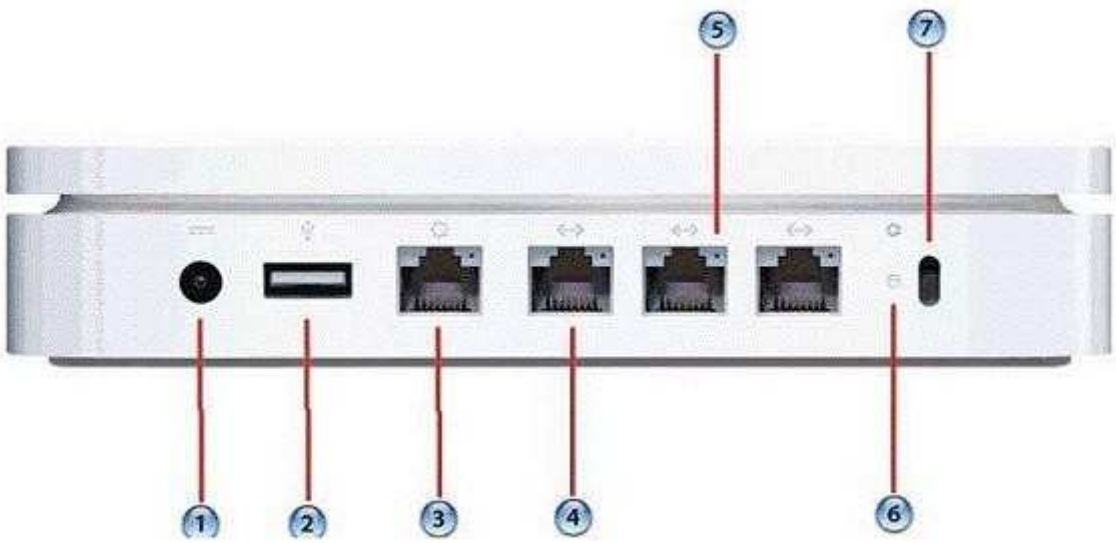
QUESTION 108
A customer brings a Power Mac G5 to your service center for repair. After finding the serial number, which TWO of the following sources will display the proper AppleCare name for that Power Mac G5? SELECT TWO

A. GSX
B. Console
C. System Profiler
D. About This Mac
E. Apple Name Tool
F. Apple Hardware Test
G. Apple Support website

Correct Answer: AG
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 109
Examine the exhibit. What AirPort Extreme (Gigabit) port does the number 3 identify?



A. USB
B. LAN
C. WAN
D. Power
E. FireWire

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 110
Which of the following is NOT one of the security features available with the AirPort Extreme (Gigabit) Base Station?

A. Bonjour

B. WAN Privacy
C. Closed Network
D. Password protection
E. WEP or WPA encryption
F. Timed MAC address access controls

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 111
A customer setting up a small business with a wireless network wants to ensure that both the PC's running older hardware, and the Macs have secure access to the wireless network using encryption. What security feature on the AirPort Extreme (Gigabit) Base Station would provide that encryption?

A. DSSS
B. WAN privacy
C. Wired Equivalency Privacy (WEP)
D. Access control by MAC address

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 112
Which THREE of the following probing questions are most appropriate to ask the customer when troubleshooting AirPort issues? SELECT THREE

A. Are just wired computers affected?
B. Are just wireless computers affected?
C. Can the customer print to a USB printer?
D. What is the computer's processor speed?
E. What is the URL of the website the customer is attempting to access?
F. Are any hubs, routers, or other computers connected to the network?

Correct Answer: ABF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 113
You are attempting to power a Mac mini (original) with an 85 Watt power adapter. Will this work?

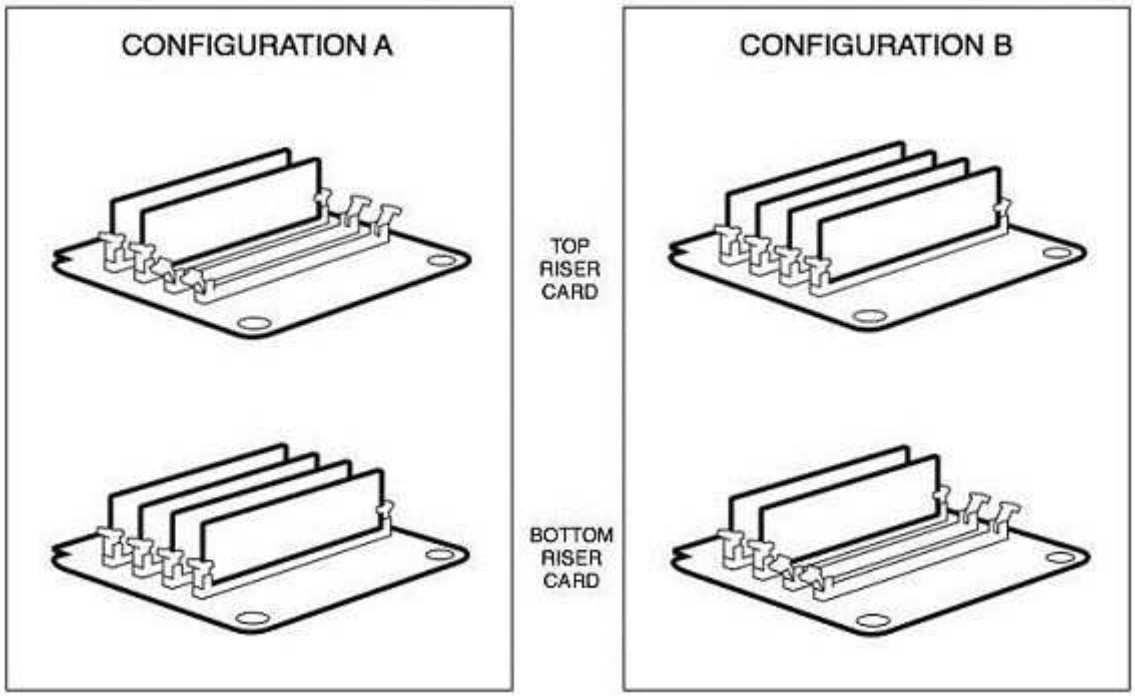
A. Yes
B. No

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 114
Examine the exhibit. Which of these is a valid memory configuration for a Mac Pro (Early 2008)?



A. Configuration A: Two DIMMs on top riser card, four DIMMs on bottom riser card.
B. Configuration B: Four DIMMs on top riser card, two DIMMs on bottom riser card.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 115
In order to read ANY of the diagnostic LEDs in a Mac Pro (Early 2008), you must press the DIAG_LED button on the logic board.

A. True
B. False

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 116
How did you prepare for this exam? (Choose all that apply.)

A. Apple Mac OS X Help Desk Essentials leader-led course
B. Apple leader-led technician training course
C. Self-study AppleCare Technician Training purchased from Apple
D. Non-Apple courses or books
E. On-the-job training / apprenticeship

F. Self-taught
G. None of the above

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 117
If you took an Apple leader-led course to prepare for this exam, when did you take it? (Choose the closest answer.)

A. Last week
B. Two or three weeks ago
C. One month ago
D. Two months ago
E. Three months ago
F. More than three months ago
G. Did not take an Apple leader-led course

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 118
What additional Apple certifications do you have or plan to seek? (Choose all that apply.)

A. Apple Certified Technical Coordinator
B. Apple Certified System Administrator

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C. One or more of the Apple Digital Media Pro certifications
D. None

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 119
Where is the BEST place to look for information regarding special take-apart tools for an Apple product?

A. Discussions
B. Service News
C. User's manual
D. Service manual

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 120
You are running Apple Hardware Test on a customer's Mac. The test fails with an error code. Which one of the following resources is the Apple-recommended choice for locating the meaning of this code?

A. Apple Hardware Test Help
B. Service Source
C. Service manual
D. User's manual

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 121
A useful tool to have when servicing an Apple portable computer is _____ tape.

A. plastic
B. kapton
C. packing
D. electrical

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 122
A customer states that he cannot open an AppleWorks file. What is the most productive QUESTION NO: to ask him FIRST?

A. Can you open any files?
B. Is your Mac connected to a network?
C. Can you open other AppleWorks files?
D. What version of AppleWorks are you using?

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
What is the first step to take if you have a Mac that constantly ejects any CD / DVD that is inserted?

A. Replace the logic board.
B. Replace the optical drive.

C. Replace the optical drive cable.
D. Disconnect all peripheral devices, especially the mouse.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 124
When removing or replacing the heat sink or processor on the Mac Pro (8x), what is the maximum acceptable amount of time for the heat sink to be separated from the processor?

A. Five (5) minutes
B. Fifteen (15) minutes
C. Thirty (30) minutes
D. Sixty (60) minutes

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

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